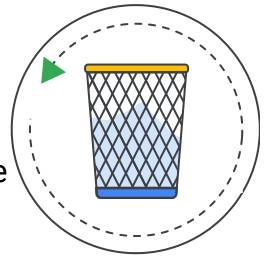
Recover deleted files and folders for Drive users

To restore your deleted Drive files, go to Recover a deleted file in Google Drive (https://support.google.com/drive/answer/1716222). *To restore your deleted emails, go to Delete or recover Gmail messages* (https://support.google.com/mail/answer/7401).

As an administrator, you can recover deleted items from Google Drive within 25 days after a user empties their trash. After that period, Google purges those items from its systems and they can't be recovered. Depending on the amount of data that you want to restore, it might take several days for the data to reappear in the user's account.



If the user's account was deleted and you want to recover their Drive files, you can restore their files within 20 days of the account deletion. For details, go to Restore a deleted user's Drive files (/admin/drive/restore-a-deleted-users-drive-files).

How data restoration works

The restoration recovers all files removed during the selected date range. You can't restore individual files or folders. Before you begin the restoration, ask the user when they deleted the file or folder so that you can restore the least amount of data necessary.

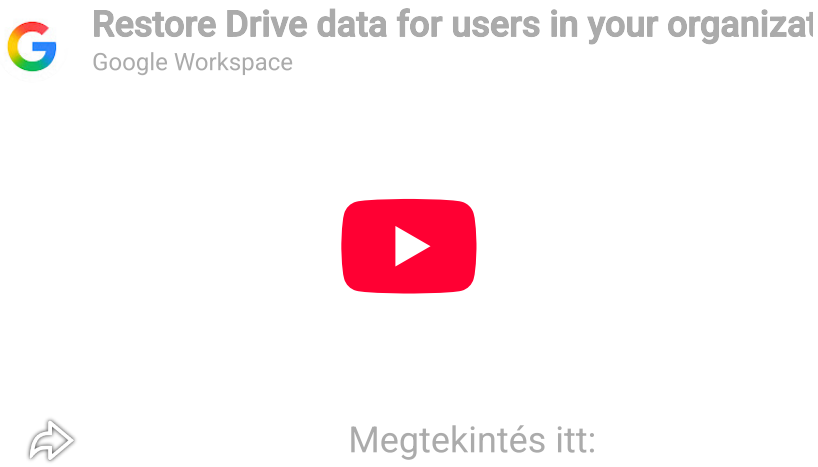
You can only have one restoration project running at a time. If you start another project while the first is in progress, one of them stops.

You can't restore the following items:

- Data that Google permanently deleted more than 25 days ago
- Google My Maps files
- Fusion Tables

- Data in the user's trash
- Data that causes the user or your organization to exceed a storage limit (/admin/storage/review-storage-use-across-your-organization#storage). If the user or your organization doesn't have enough storage available for all the files to be restored, the restore process stops when the storage limit is reached.

Restore Drive data



To complete these steps, you need the appropriate User management privilege (/admin/users/administrator-privilege-definitions#users). Without the correct privilege, you won't see all the controls needed to complete these steps.

1. In the Google Admin console, go to Menu

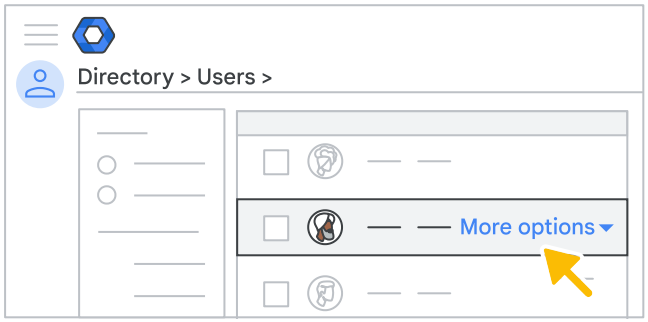
Directory
>
Users.

Go to Users (https://admin.google.com/ac/users)

Requires having the appropriate User management privilege (/admin/users/administrator-privilege-definitions#users). Without the correct privilege, you won't see all the controls needed to complete these steps.

2. From the **Users** list, point to the user and click **More options**
>
Restore data.

Or, if the list is long: At the top, in the search box, enter the user's name open their account page. Then, at the side, click **More options**
>
Restore data. Show me how (/admin/users/find-a-user-account)



3. Select the date range for the data that you want to restore, and include the date the item was emptied from the user's trash. You can only restore data that was deleted within the last 25 days.

4. Under **Application**, click the Down arrow
>
Drive.

5. Click **Restore**.

After the restoration project is done, check the user's Drive folder for restored Drive data. The data is restored to the user's Drive folder in the same location as before it was deleted.

Note: After you restore an item in Drive, the user needs to reshare the item for others to have access.

Restore deleted shared drives or data

You can restore data to a shared drive or restore a deleted shared drive. For details, go to Delete or restore a shared drive and its files for your users (/admin/drive/delete-or-restore-a-shared-drive-and-its-files-for-your-users).

If your organization uses Google Vault

You might be able to retrieve data older than 25 days if it was subject to retention rules or holds. A Vault user can search for retained data and export it. However, you can't directly restore this data to the user's Drive. For details, go to Get started with Vault search and export (https://support.google.com/vault/answer/6161352).

To prevent data from being deleted or purged before the user can access it, you can put a hold on their Drive data. For details, go to Place Drive, Meet, and Sites data on hold (https://support.google.com/vault/answer/7657464).

How do users delete items from Drive?

When a user empties their trash, they delete any files or folders that were in it from Drive. Your Drive audit log shows the name of the user and when they emptied their trash. If an item is in the trash for more than 30 days, Drive automatically permanently deletes it. In these cases, the Drive audit log shows Google System as the user who deleted the item. For details, go to Drive log events (/admin/reports/drive-log-events).

Related topics

- Restore a user's permanently deleted email (/admin/support/troubleshooting/restore-a-users-permanently-deleted-email)
- Delete or recover deleted Gmail messages (https://support.google.com/mail/answer/7401)
- How to recover your Google Account or Gmail (https://support.google.com/accounts/answer/7682439)

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